



ZIONSVILLE

NEW CUSTOMER INFORMATION

Town services and utility billing



WELCOME TO ZIONSVILLE!

We are happy you're here and look forward to meeting you.

Visit www.zionsville-in.gov/stayintouch or scan this QR code to find all the ways that you can connect with and be involved in your new community.





WASTEWATER

The Town of Zionsville maintains a flat **\$44.50** per month per residence.

TRASH/RECYCLING COLLECTION

Residents will have their trash and recycling collection provided by our contracted trash company - Ray's Trash Service. The monthly fee for both services is **\$9.90** and is billed by the Town of Zionsville. Ray's Trash Service will provide trash every week on your designated day and recycle collection will be every other week on the same day as your trash service. Collection will occur between 7 a.m. and 5 p.m. Please have all materials to the curb by 6:30 a.m.

Acceptable garbage includes ashes, garbage, rubbish, refuse, waste materials, cans, bottles, rags, paper and other ordinary household waste that is generated through normal use, as well as incidental yard waste. Unacceptable refuse: large hedge and tree limbs, grass clippings or shrub or brush removal.

There should be a 95-gallon green container with a yellow lid at the home. This is designated for **recycling**. There is no additional charge for this container. As far as trash containers go you can purchase your own (there are no specifications on the size), rent directly from Ray's by calling 317-539-2024 (the cost is \$96 per year with a \$30 delivery fee) or you can set out up to 6 bags.

If for some reason there is not a recycling container at the home, please contact [Mindy Klinedinst](#) at (317) 873-2469. Customers can get up to 2 recycle totes.

RECYCLING BIN ITEMS

ACCEPTABLE:

Paper - Newspaper, magazines, junk mail, cardboard and office computer paper

Glass - Clear, green and brown beverage bottles and food jars

Cans - Beverage cans, soup & food cans and other aluminum, tin and steel cans

Plastics - Soda & water bottles, milk jugs & detergent and other household plastics marked 1-7

UNACCEPTABLE:

Paper - Wet paper, wet cardboard, food-stained paper and food-stained cardboard

Glass - Ceramics, windows, light bulbs, mirrors, dishes and Pyrex

Cans - Loose can tops, full aerosol cans, paint, chemicals, needles and biohazard materials

Plastics - Styrofoam, packing peanuts, cooking oil containers and motor oil containers

HEAVY TRASH BULK ITEMS

Contact Ray's directly to schedule any large item removal for an additional charge within 48-hour notice at zionsville@raystrash.com or (317) 539-2024.

UNCOLLECTIBLE WASTES

Hazardous materials: Any waste designated as "hazardous" by the United States Environmental Protection Agency or appropriate state agency as the same is now in effect or may hereinafter be amended. This term also includes any flammable/volatile liquids. No paint cans or items containing



Freon. Please refer to contact list for information on your local hazardous waste site for details on proper disposal.

See calendar for recycling, trash and holiday schedules. Ray's does not provide service to Zionsville on the following Holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day. All pick-up days falling on these holidays will be delayed by one day.

2022 Zionsville Service Calendar

■ Recycle & Trash Collection
 ■ Holiday - No Service
 ■ Trash Collection
 ■ Holiday Service - 1 Day Delay

January '22 S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	February '22 S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28	March '22 S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31
April '22 S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30	May '22 S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	June '22 S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30
July '22 S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	August '22 S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	September '22 S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30
October '22 S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29	November '22 S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30	December '22 S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31

This calendar is also available [online](#).



Trash Pick Up Days

MONDAY

CR 400 SOUTH
CR 975 EAST / PLEASANT VIEW
ROAD
CR 875 EAST
BUTTONDOWN FARM
CEDAR BEND
COBBLESTONE LAKES
COLONY COURT
COLONY SQUARE
COLONY WOODS
HANOVER CLOSE
MULBERRY STREET
OAK RIDGE
PINE MEADOW DRIVE
PLEASANT VIEW ESTATES
PRESERVE @ SPRING KNOLL
ROCK BRIDGE
SMITH MEADOWS
SPRING KNOLL
TERRACE DRIVE

TUESDAY

COURTYARDS OF ZIONSVILLE

WEDNESDAY

CR 500 SOUTH
AUSTIN OAKS
ASHBURN
BAILEY COURT
BECKER ADDITION
BENDERFIELD
BLOOR WOODS
BLOOR LANE
BRIDLEWOOD
BRITTANY CHASE
CENTURY OAKS
CLARKSTON
COLONIAL HEIGHTS
COVENTRY RIDGE
EAGLE VILLAGE
GREENFIELD AVE
HAMPSHIRE
HIDDEN PINES
HOLLIDAY FARMS
INGLENOOK OF ZIONSVILLE
ISENHOUR HILLS DRIVE
LONG BROOK
LOST RUN FARMS
MANCHESTER SQUARE
NORTHERN MEADOWS
NORTHVIEW
OLD 106TH STREET
OXFORD WOODS
PEMBERTON
RAINTREE PLACE
RAVINIA
SANDY DRIVE
SYCAMORE STREET
TEMPLE AVE

TEMPLIN ROAD

THE WILLOWS
TIMBER RIDGE
TURKERY FOOT ROAD
VILLAGE (THE)
VON TERRA
WILLOW ROAD
WILLOW GLEN
WILLOW RIDGE
ZION HILLS
ZIONSVILLE ROAD

THURSDAY

CR 1200 EAST
BROOKHAVEN
FIELDSTONE
STILLWATER LANE

FRIDAY

CLIFDEN POND
ENCLAVE (THE)
FORD ROAD
FOX HOLLOW
HUNT CLUB ROAD
HUNT CLUB VILLAGE
HUNTER'S POINT
HUNTINGTON WOODS
IRISHMAN'S RUN
IRONGATE
OLDFIELDS
OLDE DOMINION
SHANNON SPRINGS
SUGARBUSH
THORNHILL
VILLAGE WALK



Payment Options

- **Bank Draft (ACH)**
The Automatic Payment Plan pays your sewer and/or trash bill each month from your checking account. Return the [Automatic Payment Plan request form](#) with your voided check or [click here](#) to fill out the digital ACH form and submit your voided check online. Your payment will be automatically deducted on the last business day of each month.
- **Pay Bill Online**
Online bill pay allows you to pay with a credit card without coming to Town Hall. There is a \$1.25 charge. Online bill pay also allows you to view your bill, see current balance and see past payments with no charge. [Click here](#) to be directed to online utility billing.
- **Pay-By-Phone**
The pay-by-phone allows you to pay with credit card over the phone. There is a \$1.25 charge. It also allows you to hear balances, payment amounts and due dates. Call 833-303-3764 to make your payment over the phone.
- **Town Hall**
Payments are accepted Monday – Friday from 8 a.m. – 4 p.m. in the Municipal Action Center (1100 W Oak Street, Zionsville, IN 46077.) We accept cash, check or credit card. There is also a green drop box in the parking lot for payments after hours or weekends. Drop box is checked daily Monday – Friday.

Other Info

- Zionsville utilities are billed a month in arrears. Example – The March bill you receive is for service in the month of February.
- Utility bills are sent out between 4th and the 7th of each month.
- Bills are due by the last business day of each month.
- There is a 10% late charge added to each bill that is not paid by the due date.
- Zionsville utilities does not turn services on and off. We just transfer from one owner to another.
- Property owners are responsible for Zionsville utilities in the event a tenant fails to pay.
- The Town of Zionsville may place a lien on the property for unpaid bills after 120 days.



Town Services

For information on seasonal services, [click here](#).

For a rural and urban service district map, [click here](#).

Spring and fall brush and limb collection for residents in the urban service district

- Typically takes place the last two full weeks of April and the first two full weeks of October.
- A means for residents to dispose pruned and fallen limbs and brush less than 6" in diameter.
- Residents are to stack their brush and limbs along the street in front of their homes just behind the curb or just off the street
- There is a specific schedule for each area of town and the schedule is posted on the website each year.

Heavy trash collection for residents in the urban service district

- Conducted each spring after brush and limb collection, typically the first week of May.
- Provides an opportunity for residents to dispose of heavy, non-toxic materials (furniture, appliances, etc.) not normally collected in the weekly trash service.

Fall leaf collection for residents in the urban service district

- Typically beginning in mid-October each year, DPW collects leaves placed along the streets in front of each residence. This service continues through the first week of December.
- Residents are to rake or blow their fallen leaves to the roadside in long, narrow rows.
- Only leaves are collected during this process. Material that is not suited to the vacuum trailers will be left curbside (sticks, garden trimmings, etc.).

Winter salting and plowing

- DPW plows and applies salt to public roadways as deemed appropriate.
- DPW cannot guarantee a specific time or threshold that would determine when we commence salting or plowing.
- Main roads are cleared as a priority when plowing and the decision as to whether to plow all or major interior subdivision roads is determined by existing and forecast weather conditions.



Contact Us

Visit our [staff directory](#) for Town of Zionsville staff.

Resource Contacts

ELECTRICAL:

Boone REMC
1207 Indianapolis Ave, Lebanon, IN 46052
800-897-7362
www.bremc.com

Direct TV
Customer service – 855-691-3039
www.directv.com

DISH
Customer service – 855-993-0492
www.dish.com

Duke Energy
Customer service – 800-521-2232
Report a problem – 800-343-3525
www.duke-energy.com

INTERNET PROVIDERS:

AT&T
Customer service – 800-331-0500
www.att.com

MetroNet
Customer service – (765) 481-2515
www.metronetinc.com

Spectrum
Customer service residential – 877-906-9121
Customer service business – 888-692-8635
www.spectrum.com



GAS:

CenterPoint Energy
Customer service / Report a problem – 800-227-1376
www.centerpointenergy.com/en-us/residential

WATER:

Citizens Energy Group
Customer service
Residential / Report a problem – (317) 924-3311
Businesses – (317) 927-4328
www.citizensenergygroup.com

TRASH:

Ray's Trash Service
Customer service – (317) 539-2024
www.raystrash.com

COMPOST:

Earth Mama Compost
(317) 332-8465
earthmamacompost.com
www.zionsville-in.gov/637/Composting
**\$10 per month discount for Zionsville residents*

WASTEWATER:

Whitestown Utilities
6210 Veterans Drive, Whitestown, IN 46075
(317) 733-8584
www.whitestown.in.gov

TriCo Regional Sewer Utility

10701 N College Ave, Indianapolis, IN 46280
(317) 844-9200
www.trico.eco



COMMUNITY RESOURCES:

Boone County Senior Services, Inc.
Lebanon office: 515 CrownPointe Dr, Lebanon, IN 46052
(765) 482-5220

Zionsville satellite office: Zionsville Town Hall, 1100 W Oak Street, Room 206, Zionsville, IN 46077
(317) 873-8939
www.booneseniors.org

Boone County Solid Waste Management District
PO Box 808, Lebanon, IN 46052
(765) 483-0687
www.boonecountysolidwaste.com

Hussey-Mayfield Memorial Public Library
250 N Fifth St, Zionsville, IN 46077
(317) 873-3149
www.zionsvillelibrary.org

Zionsville Chamber of Commerce
112 N 9th St, Zionsville, IN 46077
(317) 873-3836
www.zionsvillechamber.org

Zionsville Community Schools
900 Mulberry St, Zionsville, IN 46077
(317) 873-2858
www.zcs.k12.in.us

Zionsville Homeowner's Associations
www.zionsville-in.gov/495/Homeowners-Associations

BOONE COUNTY OFFICES:

[Click here](#) to view contact information for Boone County offices.